Lutron Residential Product Lifecycle Policy:

All products reach the end of their lifecycle for reasons including: technical advancements, innovation, changes in market demands, or enhanced functionality of alternative solutions. Lutron's Product Lifecycle Policy allows customers to prepare for end-of-life product transitions and plan appropriately for future product or software upgrades. Below, Lutron provides guidance and support timelines for our Residential product offerings.

Residential Systems

System Products* (and the devices/products therein)	Lifecycle Status	Release Date	Retirement Date	End of Maintenance Updates	End of Critical Security Updates	Upgrade Options
HomeWorks QSX	Active	May 2020	NA	Retirement + 1 Year	Retirement + 2 Years	NA
RadioRA3	Active	January 2022	NA	Retirement + 1 Year	Retirement + 2 Years	NA
RadioRA2 Select	Active	November 2009	NA	Retirement + 1 Year	Retirement + 2 Years	NA
Caséta	Active	October 2013	NA	Retirement + 1 Year	Retirement + 2 Years	NA
Ketra CCX	Active	May 2020	NA	Retirement + 1 Year	Retirement + 2 Years	NA
HomeWorks QS	Mature	February 2011	NA	Retirement + 1 Year	Retirement + 2 Years	HomeWorks QSX
Ketra N4	Mature	October 2018	NA	Retirement + 1 Year	Retirement + 2 Years	HomeWorks QSX + Ketra CCX
RadioRA2 (all other versions)	Retired	November 2009	June 2023	June 2024	June 2025	RadioRA3
All other Lutron products that are operated with or are controlled by any above-mentioned systems	When retired	Any product offered for sale April 2024 or later	As announced, per-product	Retirement + 1 Year	Retirement + 2 Years	Contact Customer Service

* See "System Products Identification" section below for tips on how to identify the system products that you own.

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Definitions:

Lifecycle Status:

    Active – Product is currently offered for sale and is under development resulting in enhanced features and capabilities deployed in new releases. Maintenance and critical security updates will continue to be released.

    Mature – Product is currently offered for sale. Mature product is not under active development by Lutron and will not have any new features or functionality deployed. Maintenance and critical security updates will continue to be released.

    Retired – Product is no longer offered for sale. Support for retired system is split into two phases: end of maintenance updates and end of critical security updates, as defined by this policy.

    Legacy – Product is no longer offered for sale. Additional maintenance and critical security updates are no longer available. An upgrade to a currently supported version of the system is highly recommended.

Release Date – Date first offered for sale globally.

Retirement Date – Last date available for purchase on new projects. Lutron's notification of product retirement is typically 12 months prior to the retirement date. Product support will continue to be honored as outlined in Lutron's standard warranty policy and/or customer specific service contracts.

Maintenance Updates - Lutron may make maintenance software releases as needed that provide the following benefits:

- Able to run on a supported OS
- Bug fix support. Depending on severity of bug a workaround solution may be provided in advance of the next scheduled standard support release
- Update of 3rd party libraries (Lutron is not responsible for delays or technical issues in resolving that are outside of Lutron's control)
- Critical, high, and medium security vulnerabilities as defined by the Common Vulnerability Scoring System (CVSS v3) will be evaluated by Lutron engineering to determine if they apply to the product in question with the same severity. If Lutron determines the vulnerabilities in question need to be addressed, security patches will be developed and made available as part of the regularly scheduled maintenance updates

Critical Security Updates - Lutron will make available critical security support releases only on an as needed basis. A critical security vulnerability is defined as a 9.0 or higher rating by the Common Vulnerability Scoring System (CVSS v3) and has been evaluated by Lutron engineering to apply to the product in question with the same severity.

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System Products Identification – To identify the system products that you own refer to your system documentation or use the Lutron App on your phone to identify your system using the steps below:

1. Launch Lutron App
2. Click the Settings (gear) icon
3. Select "Edit Home/Area"
4. Read your "System Type"

Legal Notice - This Residential Product Lifecycle Policy is provided to offer guidance and support customers' planning, but Lutron reserves the right to modify this Product Lifecycle Policy at any time. Check back regularly for updates and changes. Lutron provides no warranties for this Product Lifecycle Policy and expressly disclaims any liability for damages in connection with the information shown here.